

# California Department of Human Resources

## OFFICE ASSISTANT (GENERAL) and (TYPING) SERIES 7500-1441-0PB04

This multi-level examination is for:

7500-1441-0PB04 OFFICE ASSISTANT (GENERAL)  
7500-1379-0PB04 OFFICE ASSISTANT (TYPING)

Department(s):	CalHR/Statewide for all State Departments
Opening Date:	3/15/2010 1:05:00 PM
Closing Date:	Continuous
Type of Examination:	SERVICEWIDE OPEN
Salary:	MONTHLY-RANGED-SALARY: Office Assistant General - \$2,074.00 to \$2,770.00 Office Assistant Typing - \$2,143.00 to \$2,826.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	Statewide

### INTRODUCTION AND NOTICE OF CORRECTION

## PLEASE READ IMPORTANT EXAM INFORMATION

*Message updated August 8, 2012*

The scheduling of the current Office Assistant (OA) Series examination will be reopened for a limited time period, beginning August 29, 2012, and ending September 12, 2012.

### What you should know to apply for the current exam

- 1) If you are a first time applicant or it has been over 12 months from the date of your prior OA examination, you may apply.
- 2) If you have taken this examination within the last 12 months you are **not** eligible to apply. If you take this exam too soon, meaning more than once in a 12-month period, your results will be invalid.

### Written Examination and List Eligibility Information

**IMPORTANT:** The scheduling of the current examination is being offered until September 12, 2012. **Please be aware that your results from this examination will be valid for only a limited period.** Therefore, even though you may take this examination now and become list eligible, you will retain that eligibility only until the new test is given.

Your eligibility and ability to apply for jobs does not change during this period. However, you may have only a couple of months of eligibility based on the existing examination. This includes any and all individuals who have taken this examination in the past.

### **New Written Examination Information**

**NOTICE:** The new OA series examination is anticipated to be given in the late fall. You must take the new examination to attain new list eligibility once it is offered. You are encouraged to check this bulletin periodically for updates on the posting of the new examination. If you have any questions, please call 1-866-844-8671.

Message updated August 8, 2012.  
Examination Services  
California Department of Human Resources

#### **EEO**

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

#### **DRUG FREE STATEMENT**

It is an objective of the state of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

#### **WHO SHOULD APPLY?**

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for twelve (12) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

#### **FILING INSTRUCTIONS**

**Final File Date: Continuous**

#### **SELF-SCHEDULING OPENS**

**August 29, 2012 at 5:00 PM**

#### **WRITTEN EXAM DATES**

**September 4, 2012 thru  
September 7 , 2012**

#### **LOCATIONS**

**Sacramento**

**August 30, 2012 at 5:00 PM**

**September 8, 2012 and  
September 9, 2012**

**Los Angeles**

**September 12, 2012 at 5:00 PM**

**September 17, 2012 thru  
September 21, 2012**

**Sacramento**

**PLEASE CAREFULLY FOLLOW THE SELF-SCHEDULING DIRECTIONS BELOW:**

**The filing process consists of establishing a profile and scheduling yourself for a written exam date.**

- 1) Go to website <http://jobs.ca.gov>.
- 2) Find this Exam Bulletin in the "Search Exam and Job Vacancies" window.
- 3) Read this Exam Bulletin carefully for minimum qualifications, written test information, test dates and scheduling information.
- 4) Scroll to the bottom of this Exam Bulletin to the "Taking the Exam" header. Click on the "Click here to apply for and to self-schedule the Office Assistant written exam" link.
- 5) Enter your User I.D. and Password, or create a new profile if you do not currently have one.
- 6) Answer the "Equal Employment Opportunity", the "Personal Information", and the "Minimum Qualifications" questions.
- 7) Review the available test dates and times, and make your selection.
- 8) Print out two copies of the "Notice to Appear". You will need to bring a copy to the exam.

**WHERE TO APPLY:** *Click on the link at the bottom of this bulletin.*

**TIPS**

- 1) *Save/Bookmark this bulletin page under your browser's favorites, so that you don't have to search for it again when you are about to schedule.*
- 2) *Keep in mind when signing-in that your User I.D. and Password are case sensitive.*
- 3) *Make sure you are using one of the following browsers:*



## **TROUBLESHOOTING**

- 1) I encounter an error message that looks like the following:

***We're sorry -- An Error Occurred when you requested this page***

### ***Error Information***

*Date and time: Thu Apr 12 12:37:17 PDT 2012*

*Page: /exams/ot/process\_exam\_application.cfm*

*HTTP Referer: [https://exams.spb.ca.gov/exams/ot/exam\\_application.cfm](https://exams.spb.ca.gov/exams/ot/exam_application.cfm)*

*Diagnostics: Error Executing Database Query. [Macromedia][SQLServer JDBC Driver][SQLServer]String or binary data would be truncated.*

*The error occurred on line 81.*

*Browser: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; Trident/4.0; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.30; .NET CLR 3.0.04506.648; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729; .NET4.0C; .NET4.0E) QueryString:*

You are likely encountering the above error because you exceeded a character limit in the section(s) prior. Please go back and make sure the following conditions have been met.

- Your Last Name is limited to 21 characters.
- Your First Name is limited to 16 characters.
- The Mailing Address is limited to 28 characters.
- The City is limited to 21 characters.
  - **Note: The City must use alpha characters only (i.e., if you live in 29 Palms, you must enter Twenty Nine Palms)**

- 2) I am unable to click on the “Click here to go to schedule written exam” link at the bottom of the bulletin.

Please copy/paste <https://exams.spb.ca.gov/exams/ot/> (<https://exams.spb.ca.gov/exams/oa/>) into your browser to get to the next page.

- 3) The User I.D. I created is already in the system, but I have never registered nor registered under this user name.

The User I.D. you created belongs to another user. Please make sure you create a unique User I.D. For example, instead of R\_Smith, use R\_Smith27894.

- 4) I receive a notice after the minimum qualifications portion informing me that I am not qualified, yet I meet at least one of the qualification paths specified in this exam bulletin.

Please restart the self-scheduling process and make sure you accurately enter all answers to the minimum qualifications questions.

### **SPECIAL TESTING ARRANGEMENTS**

If you are disabled and need special assistance or special testing arrangements, contact the CalHR, Examination Services at (866) 844-8671, TDD (916) 323-6207, or via the California Relay Service for the Deaf or Hard of Hearing at (800)735-2929 for TTY/TDD, or (800) 735-2922 for voice.

### **ELIGIBLE LIST INFORMATION**

A candidate may test only once in a 12-month period. Names of successful competitors are merged onto the eligible list in order of final scores, regardless of test date. The names will remain on the list for a period of 24 months.

**Disclaimer:** As a reminder, the choice is yours, you may take the current examination during the time specified and have a limited amount of eligibility or you may wait and take the new examination once it is offered.

### **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

**NOTE:** All applicants must meet the education and/or experience requirements on the date they submit their application and schedule a written test via the online process.

### **MINIMUM QUALIFICATIONS**

#### **OFFICE ASSISTANT (GENERAL)**

##### **EITHER I**

One year of experience in California state service performing the duties of an Assistant Clerk.

##### **OR II**

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

#### **OFFICE ASSISTANT (TYPING)**

##### **EITHER I**

One year of experience in California state service performing the duties of an Assistant Clerk.

##### **OR II**

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

### **POSITION DESCRIPTION**

An Office Assistant (General) is the entry, trainee working level for this class. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, and/or learn to perform a variety of full journey level general clerical duties.

An Office Assistant (Typing) is the entry, trainee working level for this class. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, and/or learn to perform a variety of journey level general clerical duties. Typically, typing encompasses a significant proportion of the work time.

## EXAMINATION INFORMATION

This examination will consist of a written examination weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

## WRITTEN TEST - WEIGHTED 100.00%

### KNOWLEDGE AND ABILITIES

1. Correct usage of spelling, punctuation and grammar.
2. Vocabulary.
3. Accuracy in comparing pairs of names, comparing pairs of numbers.
4. Alphabetizing and numerical ordering.
5. Basic Math.
6. Reading comprehension, following written directions and interpreting written tables.

### VETERANS' PREFERENCE

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

### CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

### DISTINGUISHING CHARACTERISTICS

#### SPECIAL PERSONAL CHARACTERISTIC

A demonstrated interest in assuming increasing responsibility.

### ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

### CONTACT INFORMATION

If you have any questions concerning this announcement, please contact the:

California Department of Human Resources (CalHR)  
Examination Services Unit  
1515 S St., North Bldg.  
Sacramento, CA 95811  
(866) 844-8671, TDD (916) 323-6207

### SPECIAL REQUIREMENTS

#### Office Assistant Typing Only:

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

### GENERAL INFORMATION

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available at** <http://jobs.ca.gov> and local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the State, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and contact the testing department.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification [here](#).

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov>, and the Department of Veterans Affairs.

## **TAKING THE EXAM**

**PLEASE NOTE:** The self-schedule link shown below will be clickable on the “Self –Scheduling Opens” dates as follows:

<b><u>SELF-SCHEDULING OPENS</u></b>	<b><u>WRITTEN EXAM DATES</u></b>	<b><u>LOCATIONS</u></b>
<b>August 29, 2012 at 5:00 PM</b>	<b>September 4, 2012 thru September 7 , 2012</b>	<b>Sacramento</b>
<b>August 30, 2012 at 5:00 PM</b>	<b>September 8, 2012 and September 9, 2012</b>	<b>Los Angeles</b>
<b>September 12, 2012 at 5:00 PM</b>	<b>September 17, 2012 thru September 21, 2012</b>	<b>Sacramento</b>

**[Click here to apply for and to self-schedule the Office Assistant written exam](#)**